

Outpatient Clinics

Allentown ★ Columbia County ★ Sayre ★ Schuylkill County ★ Tobyhanna ★ Williamsport

DIRECTOR'S MESSAGE – Our Allentown Outpatient Clinic will be celebrating its' 25th anniversary on October 12, 2004. As we prepare for the Clinic's anniversary celebration, it is a wonderful time to reflect on our mission, which is "to maintain and improve veterans' health and quality of life." We are proud of the accomplishments our Allentown Clinic has made throughout its 25 years of service in the Lehigh County area.



Roland E. Moore
Director, WBVAMC

This month's issue of the VA Beacon will highlight the Allentown Outpatient Clinic. *Happy Anniversary AOPC!!*

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SERVICES OFFERED AT THE ALLENTOWN OUTPATIENT CLINIC – The clinic offers comprehensive primary care medical services to eligible veterans on an ambulatory basis from 8:00 a.m. to 4:30 p.m., Monday through Friday. In addition, the Allentown Clinic offers Audiology, Dermatology, Podiatry, Physical Therapy, Dental, Laboratory, Radiology, Pharmacy, Behavioral Services, Social Work, Homeless Veterans Program, Nursing, Amputee Clinic, Patient Education, Nutrition Counseling, Eye Clinic, Women's Health, Diabetic Education, Mobile Mammogram, Telemedicine, and Consultative Clinics in Surgery, Urology, and Orthopedics. The clinic also offers onsite compensation/pension examinations.

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LEADERSHIP AT ALLENTOWN OUTPATIENT CLINIC – Jay E. Kloin, M.D., F.A.C.P., was appointed Chief Medical Officer at the Allentown Clinic in 1999, succeeding Dr. Thomas Bonekemper. Dr. Kloin is a native of Brooklyn, New York, who graduated from the University of Paris, Paris, France and who is Broad Certified in Internal Medicine with added qualifications in Geriatrics. Dr. Kloin is Assistant Clinical Professor of Medicine at Hershey Penn State Medical Center and Adjunct Assistant Professor of Medicine at Hahnemann Drexel Universities. Dr. Kloin joined the Allentown Clinic in September of 1979. Dr. Kloin continues to maintain a significant panel of patients in addition to his administrative duties as Chief Medical Officer.

Dr. Kloin is actively engaged in teaching and he instituted and serves as mentor for the Internal Medicine training program for 2nd and 3rd year internal medical residents from the St Luke's Hospital Bethlehem/ Temple Medical School. Dr. Kloin lectures and writes on medical topics for the lay public. Dr. Kloin lives in Allentown and has two daughters.

Dr. Kloin was instrumental in the implementation of Open Access at the Allentown Clinic. Dr. Kloin is a member of various committees at the Medical Center including the Pharmacy and Therapeutics and Medical Executive Committees.

Lynn Bedics, R.N., Nurse Manager has been employed at the Allentown VA since July 29, 1979. She has been the nurse manager since 1986. She is a graduate of St. Luke's Hospital School of Nursing in New York City and Cedar Crest College. She is a veteran of the Vietnam War serving in the Army Nurse Corps at the 312th and 91st Evac Hospital receiving the Bronze Star Medal for outstanding meritorious service. She is a recipient of the Secretary's Hands and Heart Award and the Department of Veterans Affairs Excellence in Nursing Award.



HISTORY OF ALLENTOWN OUTPATIENT CLINIC – The Allentown Outpatient Clinic opened its doors at 2937 Hamilton Boulevard, Allentown, Pennsylvania on September 18, 1979, under the direction of Dr. Thomas Bonekemper, Chief Medical Officer; Paul Pagoda, Administrative Officer and Dr. Geraldine Coyle, Nurse Manager. The clinic serves veterans from Lehigh, Northampton, Upper Bucks and Montgomery Counties, Eastern Berks, Lower Carbon, Monroe and Schuylkill Counties. In New Jersey, the clinic serves veterans in Western and Hunterdon Counties.

AOPC has grown significantly during the past 5 to 6 years; resulting in treating twice the number of veterans during this period. This expansion and the potential for further growth culminated in the building of a new clinic which opened its doors on March 27, 2000 at its present address at 3110 Hamilton Boulevard. Dr. Jay E. Kloin became the new Chief Medical Officer after 20 years of service at the original Allentown Outpatient Clinic. Paul Pagoda served until 2002, when Jeffrey C. Vollum became the Administrative Officer until September 2004. The present clinic serves over 11,000 veterans and additional clinical examination rooms are to be built onsite to provide more efficient clinical services for our veterans. AOPC is staffed by approximately 60 employees and supported by many dedicated volunteers and veteran organizations.

Several veterans' organizations offer refreshments to our veterans and visitors throughout the year as well as supporting various functions. Their help has been an integral part of our ability to serve the large volume of veterans seeking care at the AOPC. In addition to providing health services, a Veterans Benefits Counselor and representatives from national veterans services organizations (American Legion, Veterans of Foreign Wars and Former Prisoners-of War) are available to advise veterans and their dependants on programs administered by the VA.

The AOPC offers a comprehensive Diabetes Program by our Certified Diabetes Educator, Marguerite Pinnock, R.N. A Women's Veteran's Coordinator, Joanne Cline, R.N., is available to assist female veterans with any specific gender needs. A Women's Health program is offered to provide health education for a variety of issues, such as self-breast examination, pap smears and osteoporosis. There are two Women's Health Clinics to better serve our female population that are managed by our female physicians, Dr. Amirthabashini Rajasekharan and Dr. Jyothi Veera. Reproductive healthcare, including maternity and infertility evaluations, are provided. Counseling is available for veterans who are victims of sexual trauma while in the military.

Education is the corner stone of care at AOPC for veterans, staff and community. Dr. Thomas Scarino, Optometrist, mentors students from the Philadelphia of Optometry; Dr. Steven Teders, Psychologist, mentors students from Lehigh University and Dr. Jay E. Kloin, Chief Medical Officer, mentors medical residents from St. Luke's Hospital. These instructional rotations are highly regarded by the students and residents from those respective programs.

New innovations in veterans care include computerized medical records, open access and telemedicine programs provided for Nutrition and Speech Therapy and soon Social Work Services and Telepharmacy. New consultation clinics are available onsite for Urology, Surgery and Orthopedics. These clinics are staffed by specialists from the Wilkes-Barre VA Medical Center. The Allentown Clinic continues to provide transportation to the Wilkes-Barre VA Medical Center for specialty care not available at the Allentown Clinic. The Allentown Clinic has become an integral part of the compensation/pension examination initiative with the Wilkes-Barre VA providing high quality compensation/pension examinations at our respective sites. The Allentown Clinic is noted for its high quality care in a compassionate and respectful atmosphere. In 2003, the Allentown Clinic received a commendation from Anthony J. Principi, Secretary of Veteran Affairs.

Five original employees of the AOPC continue to serve our veterans. They are: Dr. Jay E. Kloin, Chief Medical Officer; Lynn Bedics, R.N., Nurse Manager, former Army nurse; JoAnne Cline, R.N., Staff Nurse, former Navy Nurse; Joseph Zaterick, Supply Technician, Air Force veteran and Scott Williams, Health Benefits Advisor.



VERY SPECIAL VOLUNTEER - Ada Riedy, is 91 years young and has been a volunteer at the Allentown Outpatient Clinic for 25 years. Ada has given 4,220 hours of her time to serving our veterans at the Clinic. Ada's smile always uplifts the patients and staff. *What you do inspires others, Ada. Thank you!*



NATIONALLY DESIGNATED ROLES AT AOPC

Program	Administrative Coordinator	Clinical Coordinator
Agent Orange	Felix Cruz	Jay E. Kloin, MD
Former POW	Felix Cruz	Jay E. Kloin, MD
Ionizing Radiation	Felix Cruz	Jay E. Kloin, MD
Persian Gulf War Exams	Felix Cruz	Jay E. Kloin, MD
Enrollment Coordinator	Donna Winters	

NORTHAMPTON COUNTY COMMUNITY BASED OUTPATIENT CLINIC - On July 28th, VA Central Office gave final approval to the Medical Center's proposal to open a new Community Based Outpatient Clinic (CBOC) in Northampton County. The location of the new clinic will be Phoebe Slate Belt Nursing Home and Rehabilitation Center, 701 Slate Belt Boulevard, Bangor, PA. The CBOC will give access to care for approximately 119,000 veterans in a 30-mile radius of Bangor. Telemedicine will be utilized to bring specialty care services to this remote location. An activation team is working toward an opening target date of December 2004.



My HealtheVet Update



Veterans Day 2004 will mark the first anniversary of the My HealtheVet (MHV) national website and will also mark the beginning of Phase 2 implementation. Phase 2 will involve the release of features for enhanced registration (Registration Wizard) and the ability to record and securely store self-entered health information and metrics. Functionality involving prescription refill, looking at co-pay balances, and checking future appointments will be released as it becomes available between November 2004 and Spring 2005.

Phase 2 will require "heavy proofing" or veteran certification. Originally planned for Phase 3, it was decided to move directly to heavy proofing during Phase 2 in order to provide more specific information to veterans about their appointments and make it easier for them to request prescription refills. If users just want to access HealthGate and other functionality currently available, they can self-register, as they do now. If, however, they want to use more advanced functionality such as prescription refill, appointments, and co-pay balances, they will need to be heavily proofed at a medical center or CBOC. MHV will follow the same release of information processes currently in place.

All users who currently have an MHV account will be required to re-register on or around Veterans Day. Users will be prompted to re-register online by using the Registration Wizard. This will create a new user database with new required fields that will improve account security and data integrity.

To date, nationally over 45,000 people have registered for an MHV account. Please let our veterans know they can register from their home computer, local library, or any other place they have internet access. They can also access MHV from the computers in the pharmacy waiting room and patient library, where help is available to assist them.



Welcome

NEW EMPLOYEES

Wilkes-Barre VA Medical Center

Bina Ahmed	Brent J. Miller
Patricia L. Balz	H. Joyce Morano
Aruna Bhatia	Henry T. O'Hop
Seymour B. Bronstein	Erik B. Pearson
Joel M. Colgan	Neelima Pradhan
Katherine A. Cottone	Carlos E. Rosario
Donna M. Girman	Gary W. Ross
Kimberly A. Howe	Marguerite M. Salam
Laurie A. Jobst	Karen Simyan
Jimmy V. Joseph	James C. Steinmetz
William B. Kowalski	Paul J. Zablotney
John M. Lukash	

Allentown Outpatient Clinic

Puship P. Chaudhary
Janice J. George
Jose A. Herrera



Employees Association News



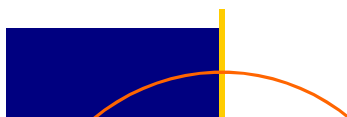
HALLOWEEN PARTY - Come dressed in costume & enjoy! Location, date, & time to be announced.



The Employees Association is sponsoring the following sales -

- ◆ Evelyn Foley Gifts - 10/22/04 in Liberty Hall
- ◆ Studio M Designs Jewelry 7 Accessories - 11/22/04 in Liberty Hall
- ◆ Mia Soy Candles - 12/3/04 in Liberty Hall
- ◆ Gold Jewelry Sale – 12/17/04 in Liberty Hall

New York City Bus Trip – Saturday, 12/11/04 - \$18 each OR with the Christmas Show at Radio City for \$68.



Customer Service Tip O' The Month

If you reach a customer or patient's voice mail, leave a short message. Be sure to speak slowly to allow them enough time to write down the information correctly. If your name is at all unusual, spell it out for them. Always repeat your name at the end of the message, the customer or patient is probably waiting until after your message to decide whether to call you back. Leaving your name again at the end gives you a better shot at a callback! *Service is job one!!*

